

QUEENS PARK RANGERS FC
SAFETY ADVISORY GROUP MEETING Mid Season 2023/24 (Part 1)
1100 hours – 1300 hours 13th February 2024 – via Teams

MINUTES

PRESENT

Stephanie Needham – Head of Environmental Health and H&S, Food Safety & Pest Control
 Graham Souster – Health and Safety Team Manager
 Matthew Hooper H&F – SAG Chair, Director of Public Protection
 Alex Fish – QPR Safety Officer
 Geoff Galilee – Sportsground Safety Authority – Regional Inspectors
 Jack Muscatt – MPS – Central Football Unit
 Laurence Turton H&F – H&S Officer, H&F
 Lewis Timms – QPR – Operations Department
 Dan Gorelov – QPR – Head of Risk & Operations
 Farid Mustafa – QPR – Safety & Security Manager
 Daniel King – QPR – Assistant Operations Manager
 Paul Sutton – QPR – Team Manager
 Patrick Hickey LAS – Operational Lead for QPR, Venue Commander for Match Day/Control Room.
 Finbar King – MPS – Inspector
 Jack Bromley LAS – Emergency Planning Officer
 Paul Weekly – QPR – Club Safeguarding
 Alan Timson – TFL – Customer service manager London Underground – Circle/Hammersmith/City lines
 Carol McTavish – MET Police – New Neighbourhood Sergeant for White City for MET
 Jacob Haines – H&F – Parking Services for H&F
 Sam Lockwood -Protective Security Operations – MET – Counter Terrorism Security Advisor for MET
 Lloyd Palmer – LFB – Commander for H&F
 Carol Fregiste-Thomas – LBHF Community Safety Officer

1.	Welcome from Chairperson	CP
	MH opened the meeting, round the room introductions took place.	
2.	Apologies	CP
	No apologies mentioned	
3.	Confirmation of previous minutes, outstanding actions and matters arriving	LBHF
	<p>Significant personnel changes at QPR. P&S Factors completed</p> <ul style="list-style-type: none"> Steve Hollingworth to write to the board in favour of implementing more safe standing rails. <p>Action Point – this action still needs to be completed, but it's on the agenda.</p> <ul style="list-style-type: none"> GG to discuss club communications in regards to spectator behaviour. <p>GG updated – the EFL are looking at the whole issue of away supporters or cause trouble, there is no final response. There is a Safety Committee Meeting soon, GG will ask for feedback. Issue was around little feedback from any other clubs about club visits and any problems/risks. This isn't uncommon.</p> <p>Action Point – GG to gather feedback.</p> <ul style="list-style-type: none"> Josh (QPR) to share a map of road closures prior to fixtures with LU and LAS. <p>PH confirmed he hadn't received anything. Receives this info when in the control room, which MH confirmed is a good place for this to be, but operationally could be a bit late. DG confirmed there could be a meeting on the Thursday/Friday. It's an agenda item on the Partnership Meetings beforehand (1 week/10 days), so if road closures after this date it won't be up to date.</p>	<p>MH</p> <p>GG</p>

	<p>AF mentioned the road closures in the traffic order are identical every game. It only varies if there is a special policing operation taking place (egress of fans so they don't meet). Standard protocol each event. We have the mechanisms in place to discuss beforehand if needed.</p> <p>FK has one that the club has provided which is their standard plan (apart from high-risk fixtures). It's the club's map. It's attached to the briefing invite for officers and is part of the operational briefing.</p> <p>Action Point – FK to send to LT.</p> <p>Action Point - Where there is a change to the standard TMO it is shared in advance either in a meeting or in a shared folder.</p> <ul style="list-style-type: none"> • Ingress/egress and the impact its having on White City Estate, in relation to porter cabins to control the flow of supporters. Ahmed not in the meeting. LT agreed this should be taken forward. Toilet cabins to provided and looked at by the club on zone x. Ahmed was going to do some research from other clubs and report back. Would be welcomed by residents. • Ahmed to share information with Josh Scott on the clean green team (council team). Making sure they have contact with people in the council in relation to cleaning after egress. • Josh to schedule a medical advisory group. <p>AF confirmed the medial advisory plan has had a lot of work done on it. The meeting to set down with the key players to review/sign off, got handed to Paul Moran when Josh left. Paul has now left. It is still to be done.</p> <p>DG has info on a medical advisory meeting, one has occurred.</p> <p>Action Point – DG confirmed he will schedule one as many changes have been made to the medical plans.</p> <p>JB LAS hasn't had the plan or any invites.</p> <ul style="list-style-type: none"> • LFB to provide further info to QPR what measures Chelsea are implementing re; porter toilets/crowd control/resident messaging features. <p>DG confirmed that hadn't been received.</p> <p>Action Point – MH to make sure this info gets shared. Part being covered later.</p> <ul style="list-style-type: none"> • LFB to be included on match day information. <p>DG confirmed this is happening.</p> <ul style="list-style-type: none"> • Circulate alternative dates for the table top meeting. Table top held last year – completed. 	<p>FK DG</p> <p>DG</p> <p>MH</p>
4.	<p>QPR – 2023/2024 Mid Season Update</p> <ul style="list-style-type: none"> ➤ Safety Management Team – operational arrangements and changes to personnel ➤ Mid Season Stats: Arrests / Ejections / Refusals /Club Bans <p>SAG Documents folder details shared with password. It's updated with all the current documents. The Safety Management Team – updated structure charged shared.</p> <p>Farid has moved up to become Safety & Security Manager.</p> <p>Daniel King has become Assistant Operations Manager (undertaking NVQ 4). Lewis Timms has joined to help until the end of the season (experienced in match day planning). One or two agencies have dropped off from last year.</p> <p>Dan Gorelov joined as Head of Risk & Operations. Everything else similar to last year.</p> <p>No changes in the safety officer arrangements on match days. Overall the standards of training are high with 5 level 4 NVQs and Diplomas. Currently establishing the best way for DG to get up to speed (will likely do the NVQ 4 also).</p> <p>Implemented rotations for resilience on match days, with Jim Driscoll (Deputy Safety Officer) Farid shadowing.</p> <p>AF confirmed so far this season everything has gone smoothly. Need to try and shuffle the roles a bit more going forward to show more resilience if we have illness etc.</p> <p>➤ Challenging Fixtures</p> <p>Slide share. Millwall not on the slide, being addressed later, but went well.</p> <p>Coventry/Leicester/Bristol most challenging – stats shared. Bristol was measured as low risk, but post match debriefs agreed Coventry has been a challenge for the last few seasons.</p> <p>Number of challenges this season with young away attendees and what to do with them due to safeguarding issues. In terms of refusal of entry, built up a process, depending on the issue they sit in the stadium escorted to the coach and supervised. If a minor incident they are policed internally and able to watch the ground.</p>	QPR

	<p>Bristol despite the low rating was considered a challenging fixture. 8 ejections. Issues in the way end. Attendance quite high. Leicester with medium risk was seen as a challenging fixture purely due to numbers.</p> <p>Leicester game there was a misclassified case of hate chanting. A QPR fan was ejected due to a question around hate chanting (swinging scarf above head) due to the Leicester owners crash in the helicopter. It was rectified with the fan, we were a little hasty and it wasn't a hate crime incident.</p> <p>Other High & Medium Risk Games</p> <p>Millwall was a well handled fixture. Some fans left early. Some things thrown on the pitch. Liaised with the FA on how this could be managed in the future. Had additional stewarding teams on the day, focus to managing gangways/vomitories. Could have been handled better, so more focus on their SLAs for the response teams.</p> <p>Southampton was low risk and proved to be such. External rating was for medium.</p> <p>AF updated. Haven't had too many difficult games. Looking forward we have 2 to come; Birmingham and Leeds which will be a big challenge.</p> <p>LT mentioned the vomitories being blocked, and hoping that could be sorted at half time, but unfortunately it wasn't.</p> <p>Slide shared on incidents/attendance for each matches.</p> <p>Shared stats on ejections 68 in the season to date. Down on the total from last year, but will look to be the same by the end of the season. Ejections mainly due to drinking in view. It is aggressively monitored on match days via CCTV, including smoking/Vaping, zero tolerance view on that. Bulk of these are away fans.</p> <p>60 refusals during the season, 50 due to intoxication of away fans. Lots of matches where fans of long periods on the coaches e.g. Plymouth/Sunderland.</p> <p>35 arrests this season, 27 from away end.</p> <p>Fixtures still to come shared. 2 medium risks. 3 classified as 6 pointers (maybe extra intensity from crowd numbers. Discussions taking place around Good Friday game with Birmingham, and number of fans allowed. Last home game – Leeds – one to look at due to high number of fans attending the game. Will be implementing the blue rope system and shutting ticket sales early.</p> <p>GG queried the time for the Birmingham Good Friday match – currently 3 pm. Sky not confirmed as yet, so could move. Hopefully if moved, it won't be pushed back to later. JM confirmed the fixtures list has been settled by Sky Sports, so not expecting the kick off time to change. The Millwall kick off has been moved which will give flexible with Policing. Also confirmed the Leeds fixture will almost certainly being a high risk fixture after running through the matrix.</p> <p>GG mentioned the Leeds match and being aware/mindful of what they might get up to at turnstiles.</p> <p>AF mentioned Leeds could end up as a high risk game as a volatile group. Birmingham will be focussing on control of vomitories, so extra staff and cost.</p> <p>➤ Stewarding agency and inhouse and the Clubs QA feedback Stewarding overhauled and changed this season, replacement of one agency with in-house staff. Will be reviewing stewarding structures to see if the in-house stewarding has worked this season in April/May time. If relegated will need to look at budgetary issues if there are any. Interested to hear of any other clubs using in-house stewarding. The in-house staff have been enrolled with the college, but has been difficult from a logistical stand point in terms of communication/organising. Final delay is confirmation from stewards that they are happy to share their IDs with the college to enable to confirm a date.</p>	
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	<p>MH discussed stewards. QPR have a certain amount of in-house and agency stewards. DG confirmed 18 stewards have had the buddying exercise and are enrolled on the training. These need to go on the training. 18 in-house are deployed with experience on match days. DG stated 18 work the match day and are buddied up with agency staff on match days, they are enrolled in alignment with the green guide, but there has been a delay in getting the training sorted.</p> <p>LT spoke to 11 of these stewards in November and they weren't aware they were enrolled on any course. DG confirmed they are aware of it, an email has gone out and confirmed their attendance on the IP. DG confirmed we have enough agency stewards required. No in-house stewards are covering areas alone. 18 are enrolled but not undertaking the training.</p> <p>DG looking at potentially moving to more agency led next season. We moved to in-house as one of the agencies that was dropped, was because they weren't continually giving effective stewards.</p> <p>ACT awareness training is being rolled out for inhouse stewards at the club. It's part of the SLAs also with the agencies.</p> <ul style="list-style-type: none"> ➤ Persistent standing / Crowd Behaviour ➤ Flares, Smoke Bombs, and pyrotechnics at matches <p>4 arrests this season. Increase over Christmas/New Year where winter coats making searches less effective. Going through a process of research for next season if there are different methods we could use to highlight pyros.</p> <p>MH mentioned a repair needed to the fire detection system in the ground. QPR confirmed it was an ongoing maintenance issue, it wasn't a repair, but looking a replacement for next season, but the fire alarm is fully functional.</p> <ul style="list-style-type: none"> ➤ Medical accident and injury statistics <p>33 so far this year. Major number is minor cuts of 33 (using plastic utensil around the ground). 1 cardiac issue and 1 seizure. 1 medical incident which occurred outside the stadium before a match – heart attack before arriving and died. All feedback (at Leicester) was handled really well.</p> <ul style="list-style-type: none"> ➤ Safeguarding <p>Paul Weekly has joined the team, part of the match day Safeguarding Response. Number of occasions where groups of 13 year olds have attempted to attend the game without supervision. Due to misunderstanding of age bar. Implementing more signage outside the stadium and a prompt at checkout to highlight the age restrictions. There are monthly safeguarding catch ups in place.</p> <ul style="list-style-type: none"> ➤ Customer Feedback / QPR Supporters Trust- Complaints/Praise; statistics/trends <p>No major complaints other than explanation requests. QR reporting slowed down from last season. There is signage on each seat which has been refreshed. Will bring up at the fans forum, it's an effective process. Away fans continued to challenge when refused entry. CCTV has been checked, seems to be coming from the same search team on a weekly basis, so have performed a review internally and continual discussions with that team. Need to be a little more understanding of fans.</p> <p>Great feedback from a Norwich game shared.</p> <p>DG queried with GG of SGSA for advice where fans are refused and having tickets removed for using swear words to stewards.</p> <p>GG stated you are licenced to have in your establishment who you want. If you feel that the person trying to get in is going against the ground rules, you are entitled to refuse entry. It's quiet common.</p> <p>FK discussed the Public Order. He mentioned the legislation we use to deal with harassment/alarm/distress caused to others is section 5 of the PO Act. Written in 1986, world has moved on, the Act has been changed quite recently to remove the word insulting. This allows us to Police Conduct in a public place. If it is within the criminal</p>	
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	<p>realm it has to be assessed. Where there is a racial element, it will be dealt with. The approach that's been taken is the club taking the lead in that regard.</p> <p>Barrier Risk Assessment & Structural Survey</p> <p>Remedial work that needs to be done in the stadium was discussed. Everything from the survey marked as immediate has been remediated. 6 points on slide – work will begin in 6-7 months. Together with the concrete steps that needs to be filled in the stadium has been discussed with the stadium support service regarding costings. Formulating a plan and an assessment of seating in the director's area, an extra steward has been added to that area.</p> <p>DG confirmed we are still waiting for the full survey – that's in March. This initial survey came back as a pass, the 6 points were advisories that had to be done in the near future. ActionPoint – DG to share the full survey as soon as received with MH/LT/GG.</p> <p>➤ CCTV and LBHF downlink update This has been put off to date due to costs. MH has overall responsibility for CCTV in the council. Conversation took place with QPR recently, the cost for everything that needed to be done to create the link was around £15k. Were looking at the club to meet those costs. That is the currently council's position. DG confirmed it will be part of the budgetary discussions DG has with the board at the end of the season. Could depend on regulation. Cannot decide in the next month.</p> <p>SL would be part of this conversation, would like to have a view of CCTV and the operational requirement around coverage from a counter terrorism perspective.</p> <p>MH raised a concern when he went to the Millwall game at the extreme ends at the lower stand there was netting placed over the seats, to provide segregation. It was unclear on the morning if the seats that had been netted over whether the seats had been sold. We weren't able to know prior to the match whether or not there would be away supporters in those seats. There was a degree of confusion. There should have been clarity especially as part of the segregation arrangements for a high risk match. GG confirmed this should be very clear, what has/hasn't been sold and where the segregation lines are.</p> <p>DG stated to his knowledge, QPR only net off seats that haven't been sold and will be used for segregation. Maybe signage could be put in place to make this clear. MH highlighted it was the uncertainty in the control room whether those tickets had been sold or not.</p> <p>AF stated occasionally the plan doesn't work as effectively as it should. Sometimes a few tickets have been sold underneath the netting, due to ticketing not giving the right information or the netting has been put slightly in the wrong place. You have to work on worst case scenario, if it happens what are you going to do.</p> <p>MH also raised another issue from the Millwall game, MH was confirmed the level of abuse the bar staff were getting, in particular the away stand upper bars. MH queried if part of the FMB offer there had been some consideration could be done more quickly?</p>	DG
5.	Police – Mid season update	MPS/BT P
	<p>Jack Muscatt shared a slide deck on update from a mid-season policing point of view. 18 fixtures policed, 2 OFOs with just police spotters alongside the club, 11 low risk, 4 medium, 1 high.</p> <p>Fixtures of note; Coventry – post match there was some disorder with younger group naming themselves the bush babies. Involved in a fight with Coventry, the footage was circulated on social media. 15 to start with, split up into smaller numbers. Fight at the end was with 5 people who have been arrested with bail conditions. A significant number now not attending who weren't involved due to the fear of further repercussions.</p> <p>Millwall – high risk. Some organised risk groups from Millwall, managed on the day by football spotters, arrival to fixture wasn't one large group. Successful operation.</p>	

	<p>Shared figures for arrests with comparisons across seasons. 35 arrests this season. 21 are inside, 14 outside. 30 positive outcomes (1 a home fan) and 3 banning orders.</p> <p>Risk Supporters – 2 risk groups, the C Mob (older generation), and the Bush Babies (younger group 15 – 30). Both fairly quiet this season. The Bush Babies are mixing with the Reeldston Risk, working with the spotters there and there has been a decrease here.</p> <p>18 football banning orders live, important for Euros and preventing their travel as must submit passports when asked to do so.</p> <p>Breakdown of offences slide shared. 25 away supports, 9 home and 1 neutral. 4 possession of flare, 3 missile throwers (Millwall fixture). Drugs featured a little higher this year, worked with the club around activities to disrupt people entering. Since June 2022 possession of entry, if found with that and guilty at court can apply for football banning orders for them. Mixed success with this.</p> <p>Case disposals this season details shared. 19 charged, 6 convictions so far. 3 youth offender referrals (1 for an away team Cardiff, club dealing with this one).</p> <p>2 fixed penalty notice, one on bail for a public order offence. 4 no further actions, not enough evidence. 6 community resolutions, fall under drugs offences mainly linked back to cannabis possessions.</p> <p>2nd highest positive outcomes in all clubs in the MET Police – 84.38%. (Brentford 84.62%).</p> <p>Total arrests this season have been 578. Average for positive outcomes is 54%. Seeing a good outcome of any crime committed.</p> <p>Away Fixtures</p> <p>QPR played 15 away, 5 arrests made. Leeds – Section 4 Public Order Rotherham – possession of flare Norwich – 1 missile thrower and 1 criminal damage Millwall – 1 missile thrower</p> <p>5 arrests for away fixtures all positive outcomes. 2 Football banning orders.</p> <p>Good news update. November fixture QPR V Luton. Had spontaneous disorder led to a Luton supporter being punched by QPR fan with life changing injuries. After the investigation completed he was taken to trial, on 18/9 he was found guilty of inflicting GBH, sentenced to 2 years imprisonment and 6 year football banning order, starts when he's released from prison. Strong message sent out to supporters.</p> <p>BTP Mark couldn't attend, Jack gave his update.</p> <p>This year there have been no QPR arrests relating to BTP matters, not travelling on the tub/train network as much due to the disruption in the timetable. 3 QPR related incidents with no arrests, all done by the text reporting line and unsubstantiated.</p> <p>No change in regards to policing plans in regards to White City/Wood Lane/Shepherds Bush Central. All stations remain the same.</p> <p>FK thanked everyone on the call who contributed to the figures. Takes a team effort for it to happen. Brentford/QPR leading the way with positive outcomes, impacted in terms of FBOs and the victims. Thank you to QPR for allowing the case progression officers to be based in the Stewards room.</p> <p>2 EFL visits last season – raised as good practice and our ability to test the drugs onsite. The support we get from the Safety Officer and deputy and the control room team on match days to make sure we capture the evidence, this only happens as the club is happy to support those stewards through the court process by way of payment of wages. Hugely impacts our ability to capture best evidence.</p>	
6.	Sports Ground Safety Authority update	SGSA

- Observations
- Other matters

Club specific. Only completed 1 visit this season – Leicester. Will attend one/twice before the end of the season. There was a fatality before the match, GG stated it was well handled with a lot of effort by medics/stewards.

GG mentioned some confusion if HEMS were going to be called in, it went on for a little while. LAS were able to confirm that wasn't happening, but could be an area where there needs to be a review of the process of how that decision is made and who makes it.

GG queried the longstanding issue with regards the entry counting system. It went faulty when there was an update by the company. Need to be able to have this information on hand.

Persistent standing in the away section, did a good job in being one of the early adopters of getting into the ground, it works well. The highest risk area is the upper school away section where it's a couple of 100 seats covered by rail seating at the back. Understand the finance issue, when the licence is issued it was always understood it would be reviewed/extended. GG asked that this gets looked at. Before you do that, there is an issue with the front barrier. You need to put something on there to increase it to 1.1, people stand there and hand over and GG sees this as a risk and someone could go over. Need to increase the height.

Space in the stall, understand it's an old ground, the school end, upper concourse (a corridor) it's very congested. Need to look at the capacity of that in relation to the capacity of the stand. The numbers you can get in the stand. Need to calculate the square meterage of the upper concourse, the new green guide gives a higher percentage (concourse should hold up to 50% of people at a density which is like a bar standing up). Older grounds it's accepted you can't hit that, but the percentage of that concourse would be very low in comparison to the number you can get into that tier.

The lower concourse is a lot better, would suggest use this more and reduce the numbers in the top and have a better spread/access to the people in the top concourse.

Great news on the work over the last 18 months on structural survey inspections, great to see this happening. Should be a survey every year, not in depth, every 6 – 10 years there should be the full appraisal where you get in behind everything.

Football related matters, an increase in club medics (staff medics) getting involved in medical incidents in the terraces. SGSA in conjunction with EFL/Premier League/FA produce guidance, sent to LT, on how clubs should be responding. It gives advice for discussions/briefings with match play officials so they know who to be talking with. Play being stopped for a lengthy period of time whilst someone was being dealt with on a terrace somewhere.

The only real time a match would be postponed/suspended is when an incident happens which is close to the pitch (in view) and it's appropriate shouldn't be going ahead whilst medics are treating someone.

SGSA launched today a new website, user friendly, will continuously be upgraded. Should help you with all guidance, FAQs.

The players association have discussed attacks/safety of players at grounds. We have a concern they need to help themselves a bit better, by stopping the players rushing to the pitch perimeter and sometimes jumping in and getting involved with the spectators; crushing at the front could happen. That matter is being discussed at the safety meeting coming up.

Licence fee system has changed after the government has agreed with a reform and consultation that went out. There is a global regulatory enforcement fee for the SGSA that only covers enforcement/regulatory work, it doesn't cover other work we do; advisory work in other sports. We don't let other clubs know what each club pays. The basis for the costs is splitting up the overall figure on the basis of average attendances at grounds.

	<p>Your current fee is based on the average attendance over the last 2 seasons, figures provided by the EFL.</p> <p>The licence application is due back by the end of February, the invoice hasn't gone out, for cashflow reasons clubs have been given to the end of June before payment has to be paid.</p> <p>New Chief Executive called Giles Smith who is a Director in the DCMS (doesn't come in until end of May) Head of Inspectorate Ken Scott is acting up as CE. Existing CE was Martin Henderson and has now taken up the role of CEO for the new independent regulatory authority who are separate from us.</p> <p>SGSA conference is set for Tuesday 14th at Emirates Cricket Ground. Can now use website to book spaces.</p> <p>Pyrotechnics there is training for this on the new website – webinar. Pyros have reduced on the whole. More outside the stadiums than in.</p> <p>Martin's Law maybe picked up in Part 2. All the latest info is on the website.</p> <p>Fire Risk assessment – not an issue as yet for QPR. Around ebikes/scooters and the issues with fires with them being recharged. We advise grounds not to allow these to be parked or charged inside stadiums on match days.</p> <p>Licensed standing in seated areas, now have 14 of all seater grounds now have safe standing licences. 20 grounds on route/plans starting to put this in. Lots of clubs don't do the whole lot due to finances, but phased in.</p> <p>Stewarding – will be getting a letter/email from Geoff reminding of responsibilities. Its about making sure you getting from the agencies what they say they are giving you. There is responsibility on QPR when doing visits to check this sort of thing. The SIA are doing some work in conjunction with SGSA at grounds looking at stewards in particular SIA licenced personnel who are undertaking licensable activity; searching/responsible of people on the seg lines/dealing with ejections.</p> <p>PH discussed the HEMS issue, he was on duty that day. For reassurance, there aren't any circumstances where HEMS would land on the pitch and certainly not on match days. Any resources requested should come through the venue Commander. That day there was a miss communication with a new crowd doctors, it was quickly quashed. If there were circumstances where HEMS where required would use Hammersmith Park which is nearby.</p> <p>Rail Seating front barrier and school upper stand plus the issue of the calculation of the concourse and how congested it is there. Plus the segregation of the numbers of the stand and the ticketing.</p> <p>DG confirmed the ticketing has been upgraded, can clearer see numbers in each part of the stadium now. The front barrier is on the radar and currently getting costings done. The concourse, the first bar isn't open initially during the game to encourage people to filter down so there is a spread. There is signage there to tell spectators to move down. Not receiving continual complaints from away fans, one of the benefits of the old ground is there is 100 years of stats on what issues medically there are there in terms of risk assessments. Technological risk doesn't change the numbers there and the likelihood of them getting injured.</p> <p>With regards the rail seating QPR can get costings to see whether the current rail seating could be repositioned somewhere else if the assessment says that there are other parts the away fans are continually sitting. In terms of getting more rail seating we are in the position where we may get relegated so the revenue streams will go down hugely and getting the stand fitted properly would cost upwards of £1 m, so its something on the radar, but the prices are cost prohibitive. Happy to hear of suppliers that do a good job and can be looked at for less.</p> <p>GG isn't saying to move the rail seats at the back of the upper school, just saying its insufficient and that's the highest risk. GG mentioned medical issues not being reported until the away fans get back to their own hospital.</p>	
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7.	Local Authority Update	LBHF
	<p data-bbox="300 174 651 208">(a) Lead Officer update</p> <ul style="list-style-type: none"> <li data-bbox="347 237 727 266">➤ Annual Inspection feedback <li data-bbox="347 268 651 297">➤ Partnership meetings <li data-bbox="347 300 932 329">➤ Observations following Matchday inspections <li data-bbox="347 331 735 360">➤ Stewarding survey feedback <li data-bbox="347 362 735 392">➤ Resident and Club feedback <p data-bbox="347 421 692 450">➤ Observations/Comments</p> <p data-bbox="300 452 1337 515">The Annual inspection feedback that was conducted in early August which was a little later last year to allow the Club time for all their servicing and documents to be collated.</p> <p data-bbox="300 544 1350 667">It has been fed back to the Club, a request to bring forward their scheduling of maintenance as soon as the season ends as some requirements weren't completed until October, well into the new season, this has also been the same for the last two to three seasons, would appreciate if this does get moved forward.</p> <p data-bbox="300 696 1299 759">There were some red flags as mentioned, notably the crowd barrier risk assessment report.</p> <p data-bbox="300 788 1294 851">As of this morning, my understanding there is still one high risk items, albeit DG has commented that has been completed, that being,</p> <ul style="list-style-type: none"> <li data-bbox="347 880 1114 909">- the strengthening of an existing barrier in the director's area. <p data-bbox="300 938 1337 1001">The fire alarm has been mentioned, and if the Club are able to send me the satisfactory report since the July inspection I would be grateful.</p> <p data-bbox="300 1003 1002 1032">Action Point – DG to send LT the fire inspection report.</p> <p data-bbox="300 1061 1342 1155">All points other points on the annual inspection have been completed, which there was an extensive list, and it is evident that Paul Sutton Facilities Manager and his team have worked extremely hard with all the works completed so far.</p> <p data-bbox="300 1184 1347 1279">Moving onto the partnership meetings, they've now been moved closer to the fixture to allow for accurate ticket sales and updated intelligence which is positive. This falls in line with the other boroughs football clubs. Debriefs from previous games are very good.</p> <p data-bbox="300 1308 1302 1402">I have raised concerns regarding lack of ticketing information/numbers from the Club during the meetings and if away supporters have upper/lower tiers. This has now improved as the season has goes on.</p> <ul style="list-style-type: none"> <li data-bbox="311 1431 938 1460">• Observations following Matchday inspections <p data-bbox="300 1489 1074 1518">I've attended five fixtures this season, a quick precis of each one;</p> <p data-bbox="300 1547 1331 1610">Norwich 16th August which was an evening kick the first home match of the season, a low turn out due to it being a cup match with actual attendance just over 6.500.</p> <p data-bbox="300 1639 1318 1733">A few Issues from that fixture were a broken emergency phone that was highlighted in the annual inspection that had not been replaced and drinking in view from the concourse on loft lower, unchallenged by Stewards.</p> <p data-bbox="300 1762 1318 1856">Positive observations, thorough bag searches and tagging, and as at all home fixtures LT has attended this season excellent operational management from the match day safety team.</p> <p data-bbox="300 1886 1326 1980">The next fixture was Ipswich 3 days later on the 19th August, where an operation with Stewards and LET to direct fans around the Wood Lane estate in an attempt to reduce ASB.</p> <p data-bbox="300 2009 1326 2132">This was positively received from residents however I did observe urination / ASB from fans on South Africa road and opposite the rail stations. A much higher actual attendance of just over 14,000, again an emergency phone was not working and continued drinking in view on Loft lower concourse.</p>	DG

	<p>Leicester on 28th October Extremely good work from the Club on searching and at least two Leicester City fans being detained for being in possession of a controlled substance.</p> <p>It was extremely positive to report that numerous items listed on the Annual Inspection report and previous Match day reports have been addressed for this fixture.</p> <p>Stoke 28th November LT focussed on speaking to all the QPR in house Stewards in the Stanley Bowles stand and asked various details including training and ground knowledge. This has been mentioned but important to raise that 8 out of 11 stewards spoken to were not enrolled on the level 2 spectator safety course.</p> <p>It was concerning that many stewards were unaware of their code words and the location of the nearest first aid room and emergency telephones. Some Stewards also stated that they had not had any ground familiarisations.</p> <p>Millwall 20th January pretty much covered during this meeting. The Stewards cascade briefing in the school lower stand was very comprehensive and engaging, as are the majority of the cascade briefings I attend.</p> <p>Ingress worked well albeit there was a lack of communication to away fans about where they should enter, be it South Africa road or Ellerslie road.</p> <p>Searching was really good, a strong search team but it was fed back there were no female searchers present, posing the risk female fans could potentially enter with pyros, drugs etc but LT observed bags being searched which was good.</p> <p>As mentioned vomitories were blocked and crowded in School Upper throughout the fixture and there also appeared to be some migration of fans into the centre.</p> <p>Smoking was observed by some away fans on the concourse however was dramatically less than last season's fixture and smoking was also observed in the crowd in parts.</p> <p>The result of the fixture worked to the advantage of the Club on egress with away supporters leaving before full time and no issues noted on the immediate footprint outside. Really positive to hear the Club are going to review measures on the school upper concourse to see what they can do to alleviate the congestion at the bars.</p> <p>• Resident and Club feedback No complaints, last season was inundated with complaints. Other than positive feedback from local residents regarding the joint operation with the Club and the LET on the Wood Lane estate back in August.</p> <p>It should finally be noted that there have been various requests/observations recorded from the Club so far this season, probably treble than this time last season where this authority have assisted with from a safety aspect,</p> <p>Cutting trees back on South Africa road for CCTV sight at the start of the season</p> <p>Faulty Street Lighting on South Africa road that does remain outstanding from the end of last year</p> <p>Law Enforcement Team update Nobody on the call from LET and no update.</p> <p>(c) Licensing update Nobody on the call from Licensing and no update.</p> <p>(d) Highways update / Network Management update</p> <ul style="list-style-type: none"> ➤ Traffic Management Order ➤ Network issues/ planned closures <p>Nobody on the call from Highways/Network Management and no update.</p>	
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	<p>(e) Parking Services update</p> <ul style="list-style-type: none"> ➤ Matchday parking restrictions <p>JH not updates given, everything going smoothly here.</p> <p>(f) Street Scene update</p> <ul style="list-style-type: none"> ➤ Highways enforcement/ Licensing (skips, building materials, scaffolding) ➤ Street Trading ➤ Fly tipping around the Stadium <p>No updates given. LT mentioned TMO and asked if the club can put timely TMOs in. Action Point – QPR to put timely TMOs in. QPR mentioned the LET team have been helpful with fly tipping etc. Fitzroy did a great job and sorting out a clothing bank.</p> <p>(g) Building Control update</p> <p>Fly tipping, waste and resident bins reports after almost every home fixture at various streets around the stadium</p> <p>Illegal street trading on 6th January (local residents selling hot chocolate) Water leaks Loose manhole covers and finally potentially illegal Charity collectors where this was then passed onto the MPS.</p> <p>DG updated the need for handrails/adjustments near the Director's box. It came up in the report, we have costings for and looking to do that as soon as we can.</p> <p>MH raised the issue of supporter representation on the SAG, we use at Fulham, getting in place at Chelsea and wanted views on whether we should be inviting supporter representation onto this group. MH believes very positive, it helps to improve things. If any concerns, mention to LT and we can cover outside of the meeting.</p>	DG
8.	<p>Medical Provisions update</p> <ul style="list-style-type: none"> ➤ Medical Advisory Group update – QPR – already covered. ➤ London Ambulance Service update – LAS <p>PH gave an update. Crowd doctor certification. Been in discussions with the club, there are quite a few new doctors who have started this season it would be good to talk to DG, JB may well have done also to make sure the doctors have the correct certification as per green guide guidance. Would be beneficial if DG/QPR could appoint a lead for the doctors going forward.</p> <p>JB discussed the availability of doctors. There were a few games where there wasn't an available doctor, the crews are then relied on to supply that cover. That has been looked at, there is now a pool of doctors, but it's the qualification to meet the green guide so the major incident training/testing exercising etc.</p> <p>Update from DG mentioned the last few fixtures we've made sure the training is in place, we have tightened the pool and highlighted those that need training. The process of confirming with doctors for matches has changed. We've brought in two crowd doctors recently to mitigate the risk. Doing everything we can to make sure adequate support. We haven't gone into any games with relying on team doctor.</p> <p>PH mentioned the green guide and the mandatory statutory requirements for a crowd doctor, that's the main point that was raised. If there was an inquiry this would be put into question. DG will try and provide training for the crowd doctors to the have the minimum requirement.</p> <p>DG clarified in discussion with one doctor who is trained as the predominant doctor, the negative to that is having others on standby it becomes difficult. There is a reduced number of doctors out there, so making best.</p> <ul style="list-style-type: none"> ➤ St John Ambulance update SJA No update. ➤ NHS update – NHS 	

	No attendee from NHS.	
9.	London Fire Brigade Update	LFB
	<p>LP gave an update, there is nothing significant to report.</p> <p>1st April 2023 – 9th Feb 2024 LFB have attended the stadium 3 times for incidents. 2 automatic fire alarms going off and one cat stuck in goal netting.</p> <p>Event Liaison officer – no one is sent. There is a threshold of 20k capacity, there is an eye being kept on this for the outcomes of Martin's Law.</p>	
10.	Transport for London / London Underground Update	TfL/LU
	<p>AT from TFL gave a brief update.</p> <p>Not been on the area long, this season we haven't had any incidents occur, some staffing issues for the stations, but they are slowly improving. BTP support for the Millwall game was excellent. Service seems to have held up.</p>	
11.	Looking forward to the remainder of the Season	QPR
	<ul style="list-style-type: none"> ➤ Fixture categories and any anticipated challenges ➤ Planned stadium works ➤ Planned operational changes ➤ Other comments <p>Discussed the last home game of the season (Leeds game) and challenges expected.</p> <p>DG had no update on this.</p> <p>AF mentioned the EFL looking at a trying to get better interchange around information around safety officers in different clubs. AF goes to every safety officer meeting for other clubs coming to QPR. Only Stoke city (this season and last) that have ever come to QPR and asked how the fans behave away from home. AF mentions the current system isn't working as difficult to find this information out from clubs.</p>	
12.	Chairperson's Update	CP
	<p>MH had no update as all questions answered and concerns raised. Mentioned the issue around supporter representation, and hopefully people on the call will support and we can move forward with this.</p> <p>MH thanked everyone for clear updates and help from QPR.</p>	
13.	AOB	All
14.	Date of next meeting	
	TBC July 2024	

Action List:

Number	Action	By whom?	By when?
1.	Steve Hollingworth to write to the board in favour of implementing more safe standing rails.	MH	Next SAG July 2024
2.	Geoff to discuss club communications in regards to spectator behaviour and gather feedback	GG	Next SAG July 2024
3.	FK to provide the Club's TMO map	FK to LT	Completed
4.	Where there is a change to the standard TMO it is shared in advance either in a meeting or in a shared folder.	DG	Completed
5.	The Club to organise a Medical Advisory group meeting	DG	ASAP

6.	LFB to provide further info to QPR what measures Chelsea are implementing re; porter toilets/crowd control/resident messaging features.	LFB	Next SAG July 2024
7.	The Club to share the full structural survey as soon as received	PS/DG to LT and GG	ASAP
8.	The Club to provided LBHF satisfactory fire inspection report since the July 2023 inspection.	PS/DG to send to LT	ASAP
9.	QPR to put timely TMOs requests	DG to LBHF	Ongoing